



Change management Building a quality culture in teaching and learning	Convince senior management (e.g. VC, deans) . They help sell to staff colleagues, who try to engage students and other stakeholders	Celebrate success
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Help from QuBE

On embedding good practice	Study of QM processes available Findings from survey of academic staff Case studies	Recognise that organisational culture is key
Overcoming barriers to quality management processes	Study of QM processes actually used Findings from in-depth interviews with deans	Sell quality as enhancement not control
Student involvement in quality management	Methods for listening and responding to 'student voice' Diagnostic tools EFQM and alternatives	Listen to students. Consider. Act. Respond
Module evaluation & feedback	Module evaluation policies & practices Survey of student views on feedback methods Use of WebCT to gather feedback Database of evaluation forms	Students' views are a vital ingredient for effective module evaluation
Integrating quality management with teaching	National bodies' views about QME High-engagement learning Inspirational games QM information architecture Wharton's method	Make tools and reports to challenge and inspire educators
Improving student support	Quality self-diagnostic tool Findings from survey of school administrators Case studies	Make student support part of the culture: pervasive but invisible
The QuBE knowledge base	Quality briefings Research reports Thinkpieces Online library	